1.0 TITLE OF EFFORT: ISS Information Technology Support

2.0 TASK DESCRIPTION:

The contractor shall provide the IT infrastructure for use by ISSP participants to support the mission of the ISSP. The other contracts within the ISSP contract strategy will provide the IT necessary to perform the requirements as stated in their respective contracts; since their contract intent is to not specifically contract for generalized IT products and services. The other contractors may choose to utilize the ISSP IT infrastructure provided by the PI&C contract when common products and services provide for increase of supportability, promote commonality, or efficiencies. The contractor shall provide the IT necessary to meet the requirements, as defined in this contract, in accordance with SSP 50013, ISS Information Systems Plan.

2.1 STATEMENT OF WORK REFERENCE: 1.4 Program Information Technology.

2.2 REQUIREMENTS / DELIVERABLES / SCHEDULE:

	Performance Requirement	Workload Indicators	Quantity	Schedule
1.4	Program Information Technology (IT)			
1.4.1	IT Management			
1.4.1.0a	Employ a methodology which demonstrates consistency with the Software Engineering Institute (SEI) Capability Maturity Model Integrated (CMMI) Capability Level 2, or other comparable industry standard, to sustain any modifications to GFD tools.	Sustained tools employ a methodology equivalent to CMMI Capability Level 2	Continuous	Continuous
1.4.1.0a		Incorporate process improvement changes as recommended by the Process Improvement Working Groups (PIWGs)	Continuous	Continuous
1.4.1.0b	Develop and maintain unique ISS IT software tools and applications to support the continued development and operation of the ISSP, as defined in this contract	Not required in current Task Order	N/A	N/A
1.4.1.1	Report all IT delivered or direct costed to this contract in accordance with SSP 50222, ISS Program Capital	1. IT POP Planning products	1. Once	1. Annually with updates as requested

		Investment Process (CIP)		
1.4.1.1		2. Fiscal Year IT Plan products	2. Once	2. Annually with quarterly updates as required
1.4.1.2	Develop and implement an IT Security Plan	IT Security Plan	See DRD	Continuous
1.4.1.3	Develop and implement an IT Management Plan	IT Management Plan	See DRD	See DRD
1.4.1.3.1	Report IT performance metrics	1. IMPR	1. 12	1. Monthly on 1st working Monday of each month, except when 1st workday is a Monday, then 2nd workday of the month
1.4.1.3.1		2. PMR Level 1	2. 12	2. 3rd Thursday of each month
1.4.1.3.1		3. Level 2 and Level 3	3. 12	3. 2nd Friday after 1st Monday of each month
1.4.1.5	Develop and implement IT project plans	Develop and implement project plans to conduct an IT study, IT proposal, or IT development project providing statement of the problem, operational concept, system level requirements, preliminary design, schedule, staffing plan, and cost estimate	As required	As requested
1.4.1.6	Maintain the IT Performance Management and Capacity Plan	IT Performance Management and Capacity Plan	Once	Updates as required
1.4.1.7	Develop and implement an IT Technology Infusion Proposal	IT Technology Infusion Proposal	Two	As requested
1.4.1.7.1	Conduct and report trade studies on IT technologies, tools, architectures, methods, processes, trends, and organizations	Report or white paper documenting problem, opportunity for the study; items / options studied or evaluated; evaluation method (including criteria or requirements, weighting, and scoring algorithms); detailed results (including individual scores and rational),conclusion and recommendation.	Three	As requested

1.4.1.7.2	Execute recommendations as defined in trade studies.	Perform critical first steps as documented in the DM/CM Trade Study Report.	Once	Per task plan
1.4.2	IT Systems Management and Operations			
1.4.2.0a.1	Provide the ISSP customer community with full life cycle system support for ISSP IT systems, applications, web pages, platform systems, services, equipment, etc., as defined in Appendix E and Appendix F, Table 1, Table 2, and Table 3. IT applications will be provided to the contractor in the sustaining phase of the Life Cycle.	1. Full life cycle system support for items defined in Attachment J-1, Appendix E and Appendix F, Table 2.	1. See Attachment J-1, Appendix E and Appendix F, Table 2. Provide an average of four 4-point releases per application.	1. Continuous
1.4.2.0a.2		2. Limited life cycle system support for unique ISS requirements for the EDMS identified in Attachment J-1, Appendix E	2.Continuous	2. Continuous
1.4.2.0a.3		3. EDMS Sustaining.	3.	3.
1.4.2.0a.3		3.a. Perform business admin functions including access management.	3.a. Continuous	3.a. Continuous
1.4.2.0a.3		3.b. Support the ISS community by providing EDMS training and anomaly resolution. Define requirements, workflows and document lifecycles, and reports for implemenation by the JSC Information Resources Directorate. Define and conduct testing to ensure products meet ISS defined requirements.	3.b. Continuous	3.b. Continuous
1.4.2.0a.3		3.c. Provide tier 2 user support function.	3.c. Continuous	3.c. Continuous
1.4.2.0a.3		3.d. Provide user training on common and specific product features. Hold periodic user forums.	3.d. Once	3.d. As requested
1.4.2.0a.4		4. EDMS Migration	4.	4.
1.4.2.0a.4		4.a. Support DMI data	4.a. Continuous	4.a. As defined in Project Plan

		cleansing activities. Support requirements, design, development and deployment integrated product teams(IPTs) Perform Testing - User Acceptance and Performance. Develop products as defined in project plan.		
1.4.2.0a.4		4.b. Identify changes to re-engineer existing ISS products as required for migration (e.g. reports, workflows, etc.)	4.b. Continuous	4.b. Continuous
1.4.2.0a.4		4.c. Prepare new training plan/materials and conduct training	4.c. Continuous	4.c. Continuous
1.4.2.0a.5		5. Continued Development.	5.	5.
1.4.2.0a.5		5.a. Reserved		
1.4.2.0a.5		5.b. Single Sign-On - Life cycle support to the Single Sign-on Project in order to ensure applications incorporate user registration and verification, meet strong password authentication, extend current software functionality and maintainability of the tool.	5.b. One 3pt release per application may be required for SSO interface requirements.	5.b. Annually; per SSO project plan
1.4.2.0a.5		5.c. PRACA		
1.4.2.0a.5		5.c.i. Complete design and implementation support for the MRB signature changes from FY07.	5.c.i. Once	5.c.i. Per project plan
1.4.2.0a.5		5.d IFI		
1.4.2.0a.5		5.d.i. Complete IFI reports and enhancements from FY07.	5.d.i. Once	5.d.i. Per project plan
1.4.2.0a.5		5.e. ASDB		
1.4.2.0a.5		5.e.i. Design, develop, and enhance functionalities of ASDB based on Process Improvement Recommendations.	5.e.i. Once	5.e.i. Per project plan

1.4.2.0a.5		5.f. UTS		
1.4.2.0a.5		5.f.i. Update UTS as required to implement new requirements for IT Security, HSPD-12 and related Agency initiatives.	5.f.i. Per project schedule	5.f.i. Per project schedule
1.4.2.0a.5		5.f.ii. Implement requirements to populate/update appropriate UTS fields to maintain ACP data accuracy.	5.f.ii. Per project schedule	5.f.ii. Per project schedule
1.4.2.0a.6		6.c.i. Support activities that will improve the functionality and maintainability of the ISS web servers.	6.c.i. Continuous per project schedule	6.c.i. Continuous
1.4.2.0a.6		6.c.ii. Support the distribution and administration of Contribute software tool, as well as the training of Contribute users.	6.c.ii. Continuous per project schedule	6.c.ii. Continuous
1.4.2.0a.6		6.d. Artemis LAN Migration Project		
1.4.2.0a.6		6.d.i. Migrate files from archive tapes to CD or DVD.	6.d.i. Once	6.d.i. Per project schedule
1.4.2.0a.6		6. Support for the design and implementation phases of the following projects:	6.	6.
1.4.2.0a.6		6.a. Active Directory Migration	6.a. As requested	6.a. As requested
1.4.2.0a.6		6.b. Provide technical support and expertise to the CM Organization as defined in the CM task (see task order items related to SOW 1.3.2.2.0b)	6.b. As requested	6.b. As requested
1.4.2.0a.6		6.c. Web Re-architecture		
1.4.2.0a.7		7.a. Prepare/maintain IT Security Certification & Accreditation (C&A) packages for ISS IT systems and support associated C&A audit activities, as required.	Support for one HIGH (SDIL) and one MODERATE (IPF). Up to to 3 LOW catagorized IT systems, as requested.	Post-audit support, as required, through September 30, 2008.
1.4.2.0a.7	Develop project plans to	7. Perform IT security	7. As	7. Continuous

	support IT security initiatives such as HSPD-12, FISMA, etc.	strategic planning	requested	
1.4.2.0a.7		7.b. Perform IT security Continuous Monitoring.	7.b. Continuous	7.b. Continuous
1.4.2.0b	Provide life cycle support methodology consistent with Software Engineering Institute (SEI) Capability Maturity Model Integrated (CMMI) Capability Level 2 and with the Information Technology Infrastructure Library (ITIL), as it compliments the CMMI processes	PI&C Life cycle support operates at the CMMI and ITIL capability levels identified in the Process Improvement Plan, P-IM-116	Continuous	Per project schedule as defined in Process Improvement Plan
1.4.2.0c	Provide streamlining of the life cycle methodology	Streamline life cycle methodology	Continuous	Continuous
1.4.2.0d	Address IT security in each phase of the life cycle	Incorporate IT security in the life cycle methodology	Continuous	Continuous
1.4.2.0e	Implement IT system performance standards	Implementation of IT system performance standards	See Attachment J-1, Appendix E	Continuous
1.4.2.0f	Provide book coordination of SSP 50013 and SSP 50222	Updates to SSP 50013 (ISS IT Management Plan) and SSP 50222 (Capital Investment Plan)	One update per document	As requested
1.4.2.0g	Property Custodian	Property management of IT equipment	All government owned property in the NASA NEMS database identified by organization OH2B & OH2L	Continuous
1.4.2.1	IT Life Cycle Systems Engineering			
1.4.2.1.01	Review Government-provided policies, architectures, standards, and procedures	Recommended modifications and implementation strategies	Continuous	Continuous
1.4.2.1.02	Provide a representative to attend recurring Government-sponsored meetings	Representative at recurring meetings	1 representative at:	
1.4.2.1.02			A. ISS AIT	A. Bi-weekly
1.4.2.1.02			B. JSC IT Steering Council	B. Bi-weekly

1.4.2.1.02				C. Network Access Control Board	C. Weekly
1.4.2.1.02				D. OCSO Meeting	D. Monthly
1.4.2.1.02				E. Security Birds of a Feather	E. Monthly
1.4.2.1.02				F. EDMS Meetings	F. Three per week
1.4.2.1.02				G. IRD Customer Forum	G. Monthly
1.4.2.1.02				H. JSC Workstation Group	H. Weekly
1.4.2.1.02				I. Active Directory Working Group	I. Weekly
1.4.2.1.02				J. JSC Web Committee	J. Monthly
1.4.2.1.05	Submit procurement requests to deliver commercial off-the-shelf (COTS) software, hardware, and associated maintenance agreements. Maintenance will be provided by the government for existing COTS. Any additional requirements for the contractor to procure hardware, software, and maintenance would include a CR to increase the cost of the contract to accommodate the procurement activity.	As requested		As requested	As requested
1.4.2.1.06	Develop, implement, and maintain IT Standard Operating Procedures (SOP)	SOP		Once	Updates as required
1.4.2.1.07	Develop, implement, and maintain an IT Configuration Management Plan	IT CM Plan		Once	Updates as required
1.4.2.1.08	Develop IT configuration reports on all equipment and software maintained by and/or operated by the	IT Configurations Reports		Continuous	As requested

	contractor			
1.4.2.1.10	IT Sustaining Engineering and Operation			
1.4.2.1.10.1	Provide sustaining engineering for multimedia, computer, and network systems	Sustaining engineering	Attachment J-1, Appendix E and Appendix F, Table 2	Continuous
1.4.2.1.10.2	Manage third party maintenance and license agreements	Management of third party maintenance and license agreements, including a 5 year planning spreadsheet capturing all expected maintenance purchases.	Attachment J-1, Appendix F, Table 1 and Table 3	Annually per maintenance schedule
1.4.2.1.10.3	Ensure IT systems are functionally and operationally performing at the lowest possible operating cost and in accordance with NASA requirements	IT operation per Availability and Cost Performance metrics	Continuous	Continuous
1.4.2.1.10.4	Minimize disruption to system availability during normal working hours	Schedule outages with the customer in advance of the outage	Per SOP	Continuous
1.4.2.1.10.5	Establish and conduct a preventive maintenance and operational readiness program	Preventative maintenance and operational readiness program	Continuous	Continuous
1.4.2.1.10.5.1	Remedial Maintenance	Repair or replacement of failed equipment and restoration to operating condition	Attachment J-1, Apx F, Table 1 Attachment J-1, Apx F, Table 3	Continuous
1.4.2.1.10.5.2	Maintenance Agreements and License Management	Plans and schedules for maintenance agreement and license management	Attachment J-1, Apx F, Table 1 Attachment J-1, Apx F, Table 3	Continuous
1.4.2.1.10.5.3	COTS Upgrades/Maintenance	Patches & version upgrades		
1.4.2.1.10.5.3		a. OS and System patches	a. As required	a. Continuous
1.4.2.1.10.5.3		b. Emergency patches	b. As required	b. Continuous
1.4.2.1.10.5.3		c. COTS patches	c. As required	c. Continuous
1.4.2.1.10.5.3		d. COTS upgrades	d. As required	d. Continuous
1.4.2.1.10.6	Operate and provide system administration for all systems Attachment J-1, Appendix E	Operation and system administration of IT systems as defined in the SOW	See Attachment J-1, Appendix E	Continuous

1.4.2.1.10.6.1	Provide Return to Service for IT systems	Return to Service for IT systems	See Attachment J-1, Appendix E	Continuous
1.4.2.1.10.6.2	System administration functions shall be performed to minimize disruption to system availability	Scheduling of system administration activities	Continuous	Continuous
1.4.2.1.10.6.3	Contractor system administrators shall acquire IT security training	IT security training for administrators	Per current NPR 2810.1A	Continuous
1.4.2.1.10.6.4	Provide backup, restore, and archive for IT systems	Backup for IT systems	See Attachment J-1, Appendix E	Continuous
1.4.2.1.10.7		6. Manage user accounts for access to ISS applications including additions, modifications, expiration, and deletion as defined in SSP 50013.	6. Continuous	6. Continuous
1.4.2.1.10.7	IT Security Support	1. Advise ISSP customers and users on IT security policies	1. Continuous	1. Continuous
1.4.2.1.10.7		2. Implement approved networking solutions	2. Once per request (SR)	2. As required
1.4.2.1.10.7		3. Monitor production capabilities	3. Continuous	3. Continuous
1.4.2.1.10.7		4. Respond to requests for firewall and other IT security support	4. Once per request (SR)	4. As required
1.4.2.1.10.7		5. Provide review, testing and implementation of NASA CIS Benchmarks for Windows, Unix and Oracle platforms.	5. Continuous	5. Continuous
1.4.2.1.10.7.1	Maintain a knowledge base of security issues, problems, and resolutions	Knowledge base of security issues, problems, and resolutions	Continuous	Continuous
1.4.2.1.10.7.2	Perform periodic technical assessments, security testing of computer systems, and updates for JSC Computer Security Plans	1. Reports/results from technical assessments	1. As requested	1. As requested
1.4.2.1.10.7.2		2. Security testing of computer systems per SOP	2. 4	2. Yearly
1.4.2.1.10.7.2		3. Provide inputs to updates of JSC Computer Security Plans	3. Per NPR 2810.1A	3. Per NPR 2810.1A
1.4.2.1.10.7.3	Process security-related	1. Identification and	1. Per incident	1. As required

		incidents	analysis		per incident
1.4.2.1.10.7.3			2. Securing computing resources	2. Per incident	2. As required per incident
1.4.2.1.10.7.3			3. Round the clock response to computer security incidents	3. 15% require after hours response capability	3. As notified by the ISS OSCO or JSC IT Security.
1.4.2.1.10.7.4	Provide analysis of security incidents relating to incorrectly configured systems		Analysis of security incidents and coordination with system owners per vulnerability scans by JSC IT Security or per contract SOP.	Once	Quarterly
1.4.2.1.10.7.5	Provide real time incident status reports		Real time incident status reports per SOW 1.4.2.1.10.7	Per incident	As required per incident
1.4.2.1.10.7.6	Manage interconnection access with International Partners (IPs)		Facilitate connectivity by working with the IPs to arrange connectivity to ISS Resources including processing ACPs, AIS, R2S accounts, MOU, ISA for IPs	Continuous	Continuous
1.4.2.1.10.7.7	Provide liaison support between the ISS Program and the ISS International Partners (IPs)		1) Provide liaison with IPs to process requests for access to ISS servers and applications. Work with the ISS External Relations Office (OX) and JSC Legal Office as required to facilitate the completion of ISS International Agreements.	1) As requested by IP or NASA	1) Continuous
1.4.2.1.10.7.7			2) Facilitate and support meetings to resolve application and network connectivity issues between ISS IPF systems and IPs.	2) As required	2) Continuous
1.4.2.1.10.7.7			3) Attend Technical Interchange Meetings (TIM) with IP's	3) As requested by OH2	3) As requested
1.4.2.2	Work Authorization and User Support			Respond to 10,000 customer requests for tasks in this subsection.	Yearly
1.4.2.2.1	Gather, organize, and disseminate IT information to the customer community including		1. Communication of IT information	1. Continuous	1. Continuous

	application outage schedules, status, etc.			
1.4.2.2.1		2. Reviewing and coordinating responses to e-mail traffic	2. Continuous	2. Continuous
1.4.2.2.2	User Requirements/Analysis			
1.4.2.2.2.a	Perform data gathering, entry, and analysis of requests	1. Develop/update processes and work instructions	Continuous	Continuous
1.4.2.2.2.a		2. Coordinate the SR process between the customer, OH2 Management, and Contractor	Continuous	Continuous
1.4.2.2.2.a		3. Validate customer data prior to submitting for processing and implementation	Continuous	Continuous
1.4.2.2.2.a		4. Monitor SR to completion. Issues should be elevated to NASA OH2 management.	Continuous	Continuous
1.4.2.2.2.a		5. Status of service requests	Once	Weekly
1.4.2.2.2.a		6. Metrics provided on a monthly basis	Once	Monthly
1.4.2.2.2.b	Document and coordinate implementation of IT requirements requested for implementation by Institutional IT providers	Documentation and coordination of IT requirements	70% of requests as required by SR for JSC institutional services	Yearly
1.4.2.2.2.c	Serve as the primary point of contact for IT services required to support end users	Primary POC for IT Services	Continuous	Continuous
1.4.2.2.3	Develop an IT Capital Investment Plan for the ISSP	ISSP IT Capital Investment Plan	Once	Per SSP 50222
1.4.2.2.4	Loan Pool			
1.4.2.2.4.a	Serve as the primary point of contact for loan pool services	Primary POC for loan pool services	Yearly	Yearly
1.4.2.2.4.b	Develop and maintain user guides/desktop instructions for services that require user self-installation	1. Maintain existing Guides and instructions	1. Once	1. As required

1.4.2.2.4.b		2. Develop new guides and instructions	2. 1-2 guides	2. As required
1.4.2.2.4.c	Develop and maintain procedures for appropriate property management of the ISS loan pool products, compliant with NASA Property Management procedures	Standard Operating Procedures (SOPs) for ISS Loan Pool operations	Once.	Updates as required
1.4.2.2.4.d	Report property losses	Provide reports of property losses	Continuous	Continuous
1.4.2.2.4.e	Develop, implement, and maintain a standard load consistent with the approved JSC laptop load and any related policies and practices for the loan pool laptops	Standard load	Once per configuration	Continuous
1.4.2.2.4.f	Provide augment standard load configuration in order to support specific user requirements	Unique updates to standard load	20% of loan pool request	Continuous
1.4.2.2.5	Ensure that the contractors internal work management and tracking systems interface seamlessly with the Customer Service System	Closed loop accounting for work authorizations	Continuous	Continuous
1.4.2.2.6	Track, resolve, and report on problems associated with systems, products, and services	Problem Reports	Yearly	Yearly
1.4.2.2.7	Provide desktop support to ISSP IT not supported by other institutional providers. Desktop support are those services which support the users desktop environment; such as, but not limited to, loading/configuring local and network software, drivers, printers, peripherals, and data migration.	1. Desktop support	1. Yearly	1, Yearly
1.4.2.2.7		2. Customer Satisfaction Survey metric on all IT OPS ASRs servicing an end user	2. Continuous	2. Monthly (reported as Level 2 metric)
1.4.2.2.8	The contractor shall provide assistance in space utilization, coordination/facilitation,	Physical space request assessments, coordination, recommendations, tracking, and reporting.	Continuous	Continuous

	and planning for ISSP physical space requirements at JSC.			